**Phoenix-Gilbert AZ**

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**Hairmon Hagos**

# **PROFESSIONAL SUMMARY**

Friendly, reliable, and highly adaptable professional with hands-on experience in both the event and food service industries. Skilled in guest services, event setup,and concession operations, as well as fast-paced restaurant environments. Known for excellent teamwork, communication, and a strong work ethic that ensures smooth operations and great customer experiences. Quick learner with the ability to stay organized and calm under pressure, eager to continue growing professionally while contributing to a positive team environment.

# **EXPERIENCE**

**Housekeeper – Hotels & Resorts, Residential Homes, and Public Facilities (2022 - present)**

- Performed general cleaning duties, including vacuuming, mopping, dusting, and sanitizing surfaces.

-Restocked supplies like toiletries, towels, and cleaning materials to maintain organized areas.

- Managed laundry services, bed making, and room tidiness with attention to detail.

- Followed strict safety and sanitation protocols to uphold high cleanliness standards.

- Responded promptly to special cleaning requests while maintaining professionalism.

**Sales Associate – Forever 21, Fry’s, and Old Navy (2020 - 2022)**

**-** Assisted customers with product selection, styling, and item location.

- Maintained a clean, organized sales floor and visually appealing displays.

- Handled cash, card transactions, and returns efficiently.

- Met and exceeded sales goals by upselling and offering personalized recommendations.

- Collaborated with team members to manage high-traffic periods and operational tasks.

**Event Staff/Helper – Various Venues** (***Weddings, Graduation Ceremonies, Festivals & Concerts*)**

**( 2022 - Present)**

- Assisted with event setup, guest seating, and venue organization to ensure smooth operations.

- Greeted and guided guests, providing excellent customer service and addressing questions or concerns.

- Supported behind-the-scenes logistics, including vendor coordination, stage preparation, and post-event cleanup.

- Collaborated with team members to meet tight schedules and maintain a professional, welcoming atmosphere.

**Server / Food Runner** – **Native Grill & Wings**

**(2021 - 2022)**

- Provided attentive table service, ensuring guests had a positive dining experience.

- Delivered food and beverages promptly while maintaining a clean and organized dining area.

- Worked closely with kitchen staff to ensure accurate and timely orders.

- Managed multiple tables in a fast-paced environment with excellent customer service.

**Crew Team Member – Subway (2019-2021)**

- Prepared sandwiches and meals according to customer specifications while maintaining food safety standards.

- Operated the cash register and handled payments accurately.

- Kept the restaurant clean, stocked, and organized during and after shifts.

- Provided friendly, efficient service to guests, even during busy lunch and dinner hours.

**Concession Worker** – **Various Events** *(****Movie Theaters, Carnivals, Community Events)***

**(2022 - Present)**

- Prepared and served food, beverages, and snacks while ensuring high standards of cleanliness and safety.

- Handled cash and card payments quickly and accurately, even during busy rush hours.

- Delivered friendly, efficient service to large crowds, enhancing the overall guest experience.

- Maintained an organized work area and followed all health, safety, and food handling guidelines.

# **EDUCATION**

# Associates of Business Administration

* + *Arizona State University – Tempe, AZ (2020–2022)*
* High School Diploma
  + *Gilbert High School – Gilbert, AZ (2016–2020)*

**KEY SKILLS**

- Event Setup & Coordination

- Guest Services & Crowd Management

- Food & Beverage Handling

- Cash Handling & POS Systems

- Time Management & Reliability

- Teamwork & Communication

- Adaptability in Fast-Paced Environments

# **AWARDS**

- Employee of the Month recognition for outstanding customer service and reliability.

- Supervised a team of 5 staff members during peak event operations to maintain smooth workflows.

- Trained and mentored 4 new employees, ensuring they adapted quickly to company standards.

- Promoted to Assistant Manager after only 6 months for exceptional performance and leadership potential.

# **LANGUAGES**

- English (**Fluent**)

- Arabic (**Conversational**)